



2024–2025 CAHPS Chronic Children Population Medicaid Survey Results Summary

Wyoming Department of Health (WDH), Division
of Healthcare Financing (DHCF)

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1 Introduction

The Wyoming Department of Health (WDH), Division of Healthcare Financing (DHCF) partnered with Public Knowledge® (PK) to administer the 2024–2025 Consumer Assessment of Healthcare Providers and Systems (CAHPS) Medicaid Survey to recipients of the Children's Medicaid Program and the recipients of the Children's Health Insurance Program (CHIP). This year, WDH administered two CAHPS surveys to two children's populations. The identified populations included the General Children Population and the Children with Chronic Condition's Population. Each of these surveys consisted of participants active under two healthcare plans. The first is identified as the Child Health Insurance Program (CHIP), and the other is the Children's Medicaid Program. This is a change from last year, as the CAHPS program surveyed the CHIP and Medicaid populations separately. This year, participants from both insurance programs were surveyed based on the population they fall under (General or Chronic). This report will focus on the Children with Chronic Condition's population survey results summary. PK utilized the survey provided by CAHPS with no modifications. The survey consisted of quantitative questions to allow for precise data analytics. The survey included questions regarding:

- Recipient's health in the last six (6) months
- Recipient's personal doctor
- Receiving healthcare from specialists
- Recipient's health plan experience
- Demographic information

The survey was open online from March 3, 2025, to May 21, 2025. Recipients received a mail-in survey and an email with the online survey link. The Division distributed eleven (11) email reminders.

2 Methodology

Two (2) surveys this year with specific implementation and completion criteria. The implementation of the survey distributed to caregivers of the Children with Chronic Conditions population must have met the sample size requirement of 411 completed surveys to reach the goal requirement for the CAHPS. Within the sample population, 229 respondents were enrolled under CHIP, and 3,451 were registered under the Children's Medicaid Insurance Program. Completion criteria provided by the CAHPS program included required questions specific to the Children with Chronic Condition's population that made the survey valid or invalid. For this survey, the number of questions that must be answered for the survey to be counted as valid is five (5). **Table 1** displays the five questions required to answer for the survey to be eligible.



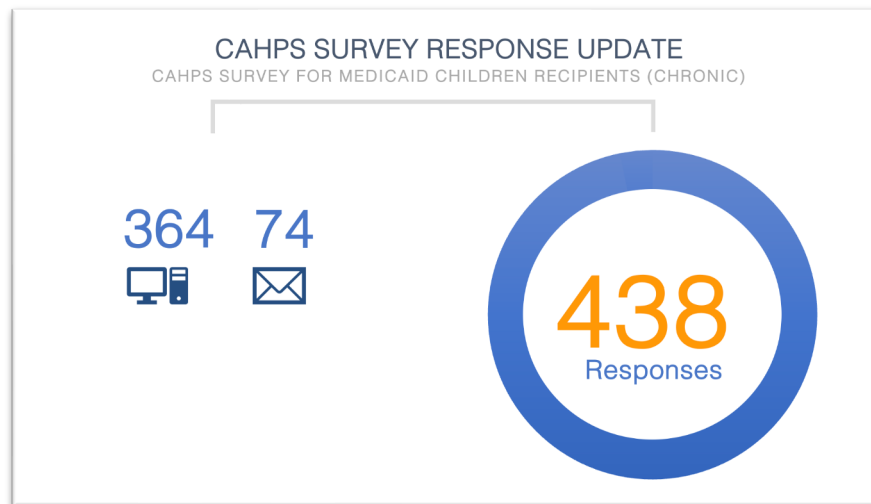
Table 1. Questions for Complete and Eligible Survey

Question 3	In the past 6 months, did your child have an illness, injury or condition that needed care right away? Response: 55.5% of respondents stated their child needed care right away. 44.5% indicated they did not need immediate care for their child.
Question 25	A personal doctor is the one your child would talk to if he or she needs a checkup, has a health problem, or gets sick or hurt. Does your child have a personal doctor? Response: 85.5% of respondents indicated their child does have a personal doctor. 14.5% indicated they do not have a personal doctor.
Question 40	Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of healthcare. In the last 6 months, did you make any appointments for your child with a specialist? Response: 61.4% of respondents indicated they did not schedule appointments with a specialist. 38.6% of respondents did make an appointment with a specialist doctor.
Question 44	In the last 6 months, did you get information or help from customer service at your child's health plan? Response: 70.9% of respondents indicated they did not get information from customer service. 29.1% of respondents indicated that yes, they did get information on their health plan.
Question 49	Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan? Response: 83.5% of respondents rated their child's health care plan as an 8 or above.

For the Children with Chronic Conditions population, PK released the survey to a total of 3,681 recipients, all receiving both electronic and mail-in versions of the survey. The response rate was 12.1%, with 445 total responses. Of the 445 responses, 438, or 11.9%, were considered valid. This 2024–2025 response rate exceeded the minimum requirement of 411 responses. Most of the paper mail-in survey responses were received in the first four weeks of survey distribution but tapered off after April 2025. **Figure 1** shows of the 438 responses received, 74 were from paper mail-in surveys and 364 were electronic.



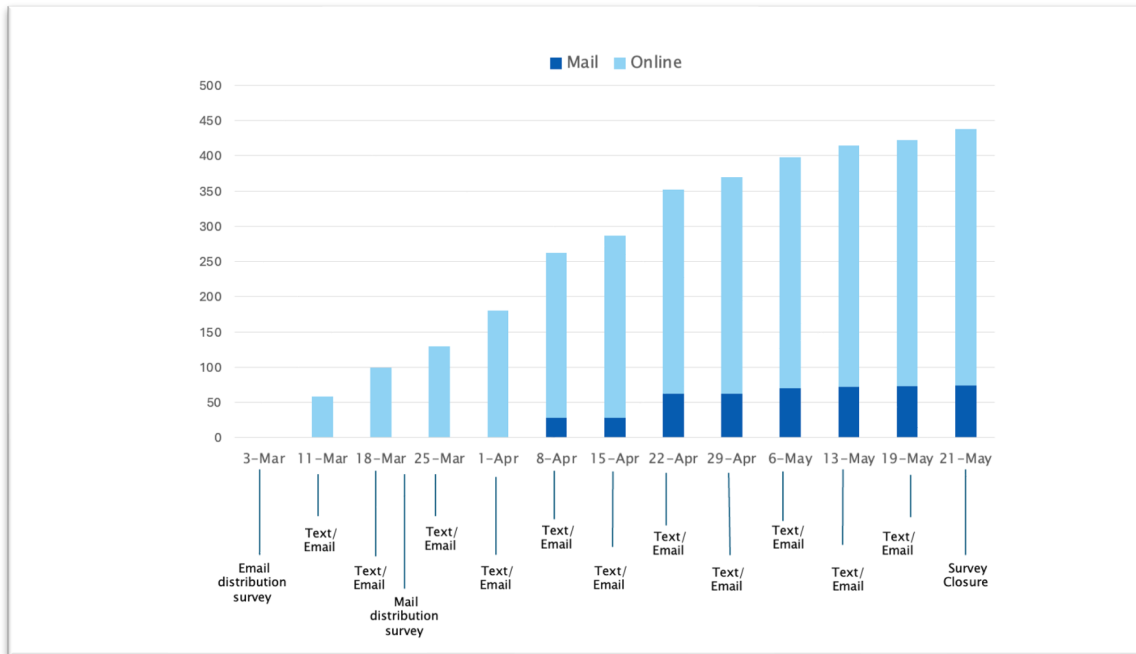
Figure 1: Survey Results



Following the survey distribution, reminders were sent out every week to encourage participants to complete and submit their survey. The reminder language was updated and modified monthly to ensure surveyors got informative emails from the Division. Refreshing the language proved effective, yielding a high response of completed surveys which assisted in pushing the needed responses over the minimum number required. **Figure 2** demonstrates the survey distribution dates, closure dates, and paper and electronic responses based on the reminder language.



Figure 2. Email and Text Reminders



3 Overview of CAHPS Survey Results

This report provides an overview of the Children with Chronic Condition's Population survey results and highlights PK's findings. In addition, an interactive dashboard of the [2024–2025 CAHPS Chronic Population Medicaid Survey Results](#) features detailed results and survey questions.

Table 2 provides results for key indicators of the Medicaid and CHIP program's overall effectiveness and recipient satisfaction. Overall, the survey respondents rated the Medicaid and CHIP program favorably, providing a baseline for future data collection.

Table 2. CAHPS Survey Results

Measure	2024–2025
Health Plan Rating* (Q49)	83.5%
Health Care Rating* (Q9)	86.0%
Personal Care Doctor Rating* (Q36)	90.9%
Specialist Rating* (Q43)	87.0%

Table 2. CAHPS Survey Results

Measure	2024–2025
Receiving Needed Care Rating** (Q4)	95.0%
<i>Key</i> <i>* % based on ratings of 8–10</i> <i>** based on ratings of “Usually” or “Always”</i>	

4 Findings and Recommendations

Based on the survey data collected and analyzed, the section below details findings and recommendations for the Child Medicaid and CHIP program, emphasizing the Children with Chronic Condition’s population. These recommendations are strategies to increase the impact and quality of the Wyoming Medicaid and CHIP programs for recipients.

4.1 Important Medicaid Program Findings

4.1.1 Overall Health

The 2024–2025 survey results indicate that the Children with Chronic Condition’s population Medicaid and CHIP recipients’ overall physical and mental health are viewed positively. **Table 3** provides detailed information on the question and ratings of overall health.

Table 3. Overall Health

Question	Survey Results
Q53: In general, how would you rate your child’s overall health?	94.1% of respondents rated their child’s health as good, very good or excellent.
Q54: In general, how would you rate your child’s overall mental or emotional health?	85.5% of respondents rated their children’s mental or emotional health as good, very good or excellent.

Recommendations

Based on these results, PK recommends that the Medicaid and CHIP programs:



- Distribute provider and parent education resources to support children’s mental and emotional health.
- Use social media and text messaging to engage clients and promote services, supplemental resources, and well-being programs.

4.1.2 Prescription Medication Access

The 2024–2025 Children with Chronic Condition’s population survey results indicated that many recipients regularly need prescription medication and refills. Almost half of surveyors (49.9%) indicated their child is currently on prescription medication. This survey information can provide the Division with the opportunity to streamline prescription medication processes and provide recipients with the best information for acquiring prescriptions.

Table 4. Prescription Medications

Question	Survey Results
Q50: In the last 6 months, did you get or refill any prescription medicines for your child?	67.9% of respondents indicated they refilled or were on a prescription medication.
Q52: Did anyone from your child’s health plan, doctor’s office, or clinic help get your child’s prescription medicines?	70.3% of respondents indicated that they received help from their child’s health plan, doctor’s office, or clinic.
Q55: Does your child currently need to use medicine prescribed by a doctor (other than vitamins)?	49.9% of respondents indicated that their child is currently on prescribed prescription medication.

Recommendations

Based on these results, PK recommends that the Medicaid and CHIP programs:

- Create educational handouts, newsletters or emails for recipients and families to familiarize themselves with current pharmacy processes. These resources can include price breakdowns, pharmacies known to carry the needed prescription, and what questions to ask providers of health plan representatives
- Encourage providers to reach out and support the population that require prescriptions. This could include communication channels to ensure recipients and families understand the pharmacy program



4.2 Areas of Strength

The 2024–2025 survey highlighted six (6) questions as areas of strength. Overall, these areas of strength are specific to accessing and receiving immediate care, tests, and treatments as well as doctors active listening and effective communication skills. The highest survey rating (98.5%) demonstrated how doctors explained and communicated well with Medicaid and CHIP recipients and their caretakers. This is foundational to care and is a contributing factor to Medicaid and CHIP recipients' health and program satisfaction. **Table 5** details additional identified strengths and ratings.

Table 5. Areas of Strength

Question	Survey Results
Q4: In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	95.0% of respondents indicated that their child got care always or usually as he or she needed.
Q8: In the last 6 months, how often did you have your questions answered by your child's doctor or other health providers?	95.0% of respondents indicated that their questions were answered by the doctor or health providers always or usually.
Q10: In the last 6 months, how often was it easy to get the care, tests and treatment your child needed?	93.0% of respondents indicated it was always or usually easy to get the care, tests and treatment for their child.
Q27: In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	98.5% of respondents indicated that their child's doctor explained things about their child's health always or usually.
Q28: In the last 6 months, how often did your child's personal doctor listen carefully to you?	96.2% of respondents indicated that their child's doctor listened always or usually.
Q29: In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	96.6% of respondents indicated that their child's doctor shows respect always or usually.



4.3 Areas of Opportunity

Although the survey yielded positive results overall, areas of opportunity exist for specialist availability, medical equipment and prescription medications. **Table 6**, below, provides detailed information and recommendations for the Medicaid and CHIP program.

Table 6. Areas of Opportunity

Area	2024– 2025	Recommendations
<u>Medical Equipment</u> Q15: In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	74.0%	Provide recipients and families of those who need medical equipment with informational resources to streamline the process of acquiring equipment
<u>Specialists</u> Q41: In the last 6 months, how often did you get appointments for your child with a specialist as soon as he or she needed?	79.6%	Conduct a field study to determine why specialists are not enrolled in Wyoming Medicaid Provide incentives for specialist to encourage enrollment to serve the Children with Chronic Condition’s population and increase appointment availability
<u>Prescriptions</u> Q52: Did anyone from your child’s health plan, doctor’s office, or health clinic help you get your child’s prescription medicines?	70.3%	Provide a fact sheet from health plans, doctors and clinics to educate families and recipients on how to collect prescriptions in a streamlined way

4.4 Survey Process Recommendations

The following recommendations are based on the 2024–2025 survey for consideration for future surveys:



- Continue to remind survey non-respondents frequently. **Figure 1**, above, shows that weekly survey reminders are effective in encouraging participation. These reminders were sent electronically by email and text message.
- Consider sending different electronic reminders during the week. For example, emails on Tuesday and text messages on Friday or vice versa.
- Add in clarifying language around the term “Chronic” to determine who falls under the category for recipients and the Division.
- Continue to rotate through multiple subject lines and reminder messages that are sent through email and text so the participants know the survey is not spam and to mitigate reminder fatigue.
- Consider using only the Medicaid populations for the General and Chronic Children’s surveys if the CHIP population will continue being surveyed in the fall.
- Consider providing some context about Medicaid specifically in the survey or in the letter that goes out in the survey. Many survey participants were confused about whether their child was on CHIP or Medicaid.
- If the Division continues to distribute paper surveys, use different colored paper for the different populations being surveyed.

5 Summary

Medicaid and CHIP participants indicated that they were satisfied with the program and provider experiences. Ongoing monitoring of participant satisfaction is critical to the improvement of the program. The survey will aid DHCF in the development of strategies to continue to increase the quality of care for participants. Proving this information to the CAHPS database could aid in further data analysis by comparing Wyoming data to similar programs in other states. This database also serves as a primary source of data for approved research related to patient and consumer assessment of program quality. Moving forward, the 2024–2025 CAHPS Medicaid Survey results will serve as a baseline and DHCF should continue to monitor trends in this survey to aid in the growth of the Medicaid program.

The 2024–2025 Children with Chronic Condition’s Population survey results have provided a baseline for the Division to examine how recipients with chronic conditions utilize programs comparatively to the general children population. Often, those recipients with chronic conditions often need more appointments, medications, specialist appointments and therapies. By surveying this population, the Division can see the needs and opportunities for improvement for this population within Medicaid and CHIP. This data has been summarized and can be used in the following years to observe improvements and opportunities.